



SOTERIA CLOUD SUPPORT

Support SLA Overview

A buyer-facing overview of Soteria Cloud support coverage, response targets, disaster recovery handling, partner boundaries, and escalation expectations.

9x5 standard support

24x7 valid DR incidents

Partner-aware

Best-effort resolution

Predictable Support

Soteria Cloud support is designed around business impact, recoverability, clear communication, and practical ownership.

Acronis

Acronis-powered services



Soteria Cloud delivered



SUPPORT COVERAGE

Support coverage depends on the customer relationship and the request type.

Direct customers, partner-managed customers, and affiliate-referred customers are supported through clear ownership paths so requests are routed correctly.

Direct customers

Soteria Cloud provides business-hours technical support, backup and protection support, restore assistance, account support, and valid DR incident support.

Resellers and MSPs

Soteria Cloud supports partners with platform guidance, technical enablement, Acronis escalation support, and valid DR incident assistance.

Affiliates

Affiliate-referred customers are supported directly by Soteria Cloud unless a separate written agreement states otherwise.

BUSINESS HOURS

Monday to Friday, 08:00 to 17:00 South African time, excluding South African public holidays, unless otherwise agreed in writing.

24X7 DR

Emergency 24x7 support applies only to valid disaster recovery incidents where production operations are materially impacted and urgent recovery action is required.



RESPONSE TARGETS

SLA response targets are based on priority and coverage.

Response time means first meaningful acknowledgement, triage, or action by Soteria Cloud.
Resolution remains best effort unless a signed agreement states otherwise.

PRIORITY	COVERAGE	INITIAL RESPONSE	UPDATE RHYTHM	RESOLUTION APPROACH
P1 Critical / DR	24x7 for valid DR incidents	30 minutes	Every 60 minutes during active incident	Best effort until service restored or recovery path agreed
P2 High	9x5 business hours	2 business hours	Daily or as agreed	Best effort based on complexity
P3 Normal	9x5 business hours	1 business day	Every 2 business days or as needed	Best effort based on queue and complexity
P4 Low / Enablement	9x5 business hours	2 business days	As needed	Best effort

RESOLUTION DEPENDENCY

Resolution may depend on customer availability, partner action, Acronis support, third-party vendors, internet access, infrastructure readiness, or available backups.

EMERGENCY PATH

Routine restore requests, testing, licensing, reporting, training, and general product questions are handled through standard business-hours support.



PRIORITY GUIDE

Priority is determined by business impact, urgency, affected users, and recovery requirement.

The goal is to route urgent recovery work quickly while keeping normal support requests in the correct support path.

P1

Critical / DR

Production outage, active cyber incident, major data loss, urgent recovery, ransomware recovery, or failed urgent restore.

P2

High

Major degradation or important restore where the business is still partially operational.

P3

Normal

Standard support issue, policy update, normal restore, backup warning, or operational request.

P4

Low

General questions, reporting, admin requests, how-to guidance, or enablement requests.

VALID DR EXAMPLES

Production server failure, ransomware recovery, critical data loss, failed recovery during an active incident, or unavailable business-critical workload.

STANDARD SUPPORT EXAMPLES

Routine restore, test restore, backup configuration, licensing question, report request, non-critical workstation restore, or partner training.



SUPPORT REQUEST DETAILS

Clear request information helps Soteria Cloud respond faster and reduce back-and-forth.

For support requests, include enough context for the team to identify the customer, affected service, business impact, and required action.

Who and where

Customer or partner name, contact person, contact details, tenant name, and affected customer environment.

What is affected

Workload, user, server, device, service, backup policy, restore point, application, mailbox, file, or cloud service.

Impact and evidence

Business impact, urgency, screenshots, logs, error messages, timestamps, production impact, and whether restore or DR is required.

PARTNER CUSTOMERS

Partners remain the primary first-line support owner for their own end customers unless a managed support agreement states otherwise.

SUPPORT BOUNDARIES

Soteria Cloud support does not automatically include unrelated general IT support, unsupported integrations, customer-side hardware replacement, or unauthorized restore and deletion actions.